

Serial No.: 09/577,658
Art Unit: 3623

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Page 9

Amendments to the Drawings:

The attached sheets of drawings include changes to Figs. 2, and 4-7. These sheets, which include Figs. 2, and 4-7, replaces the previous sheets including Figs. 2, and 4-7

Attachment: Replacement Sheets

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Page 2

Amendments to the Drawings: begin on page 9 of this paper and include attached replacement sheets.

Remarks: begin on page 10 of this paper.



Mid-Market Database - MAIN SWITCHBOARD

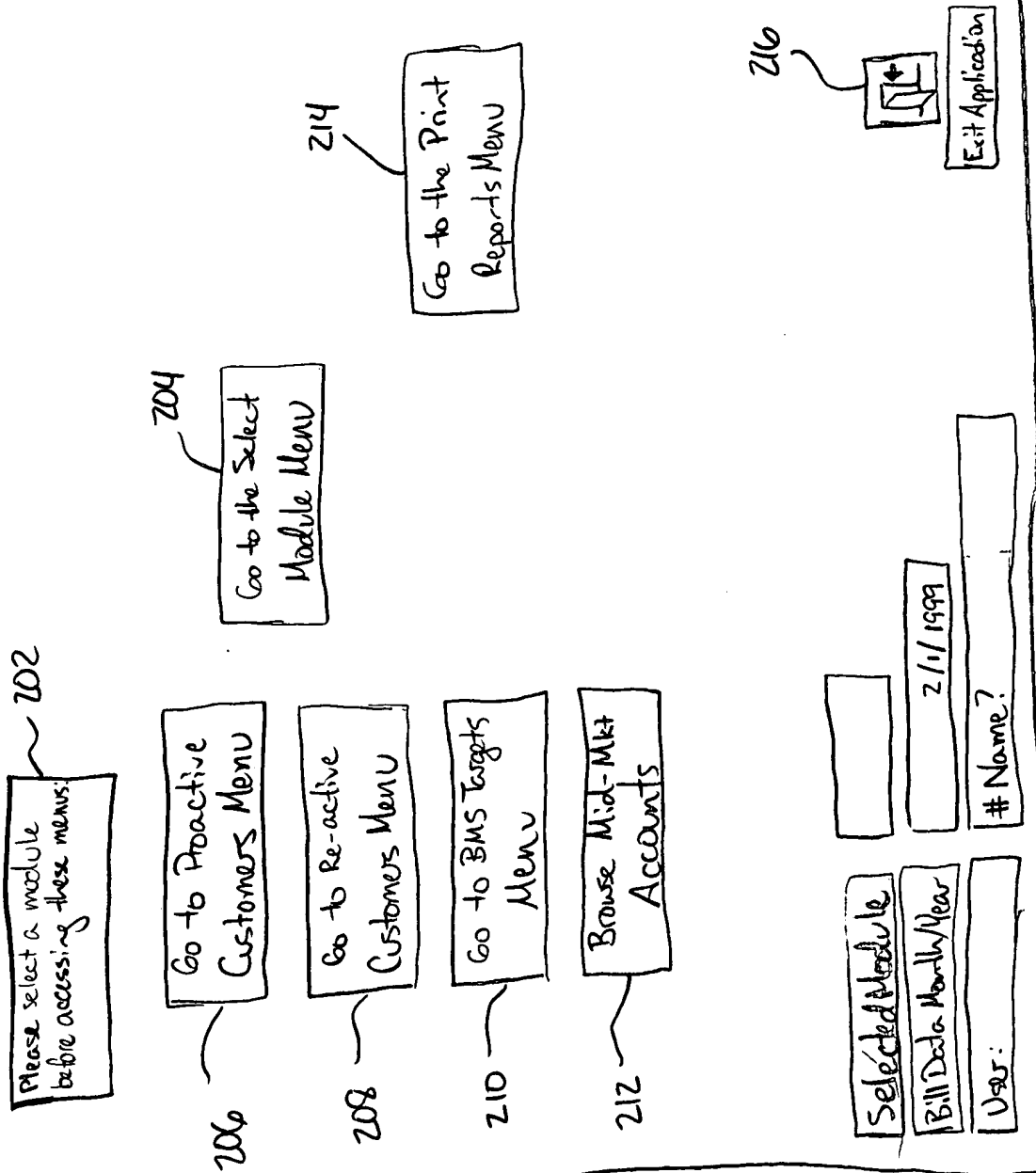


FIG. 2

Browse Proactive Customers Form - For Selected Module

MAN FID S3VGQ

local service \$11,669.72

number of accts 47

Name assigned to MAN 1ST FRANKLIN

AE assigned to Customer

Customer Contact

Contact Number

Remarks

Select by Name:

Select by MAN:

Edit Customer Data

402 Display Report of Accts for Selected MAN

408 Print Reports of Accts for Selected MAN

Edited by: VIRGINIA LEWIS

Last Edit: 5/26/1999

Select by Name:

Select by MAN:

Edit Customer Data

Display Report of Accts for Selected MAN

Print Reports of Accts for Selected MAN

Edited by:

Last Edit:

MAN FID SO427

local service \$4,259.16

number of accts 15

Name assigned to MAN A C WHITE TRANSFER &

AE assigned to Customer

Customer Contact

Contact Number

Remarks

Select by Name:

Select by MAN:

Edit Customer Data

Display Report of Accts for Selected MAN

Print Reports of Accts for Selected MAN

Edited by:

Last Edit:

MAN FID SONG5

local service \$8,682.86

number of accts 21

Name assigned to MAN A J MORRIS &

AE assigned to Customer

Customer Contact

Contact Number

Remarks

400



FIG. 4

Edit Proactive Customer Data

Customer Data the can be edited:

AE Assigned:

Customer Contact Name:

Customer Contact Phone:

Remarks:

SD2

Customer Data that cannot be edited:

SD4

Customer Name:

MAN FID:

Module:

Total Local Service:

Total Number of Accts:

Edited by:

Last Edit:

SD6

SD7

SD8

SD9

SD12

#Name?

Selected Module:

Input Status:

Save Changes

Input Contact for Displayed Customer



FIG. 5

Replacement Sheet

Enter Proactive Contacts

SV, MV, OV, SP, MP, OP

View Quality Contact Guidelines

SV, MV

SP, MP, OP

Select by Assigned Name:

Select by MAN FID:

Date of Contact:

Type of Quality Contact:

Remarks:

Customer Data:

Customer Name:

MAN FID:

Total Local Service:

Total Number of Accts:

Module:

AE Assigned:

Customer Contact Name:

Customer Contact Phone:

To make changes to this data, use the Browse Proactive Customers Form

Click all Products Discussed:

- ☐ CLUB
- ☐ DAB
- ☐ BMS
- ☐ RSB
- ☐ MTB
- ☐ EDI
- ☐ Electric Billing
- ☐ Select

Click all Products "Sold" & Indicate Number of each product:

- ☐ CLUB
- ☐ DAB
- ☐ BMS
- ☐ RSB
- ☐ MTB
- ☐ EDI
- ☐ Electric Billing
- ☐ Select

Follow-up Date:

Follow-up Remarks:



FIG. 6

Browse M Mkt Accounts - by Billing Name

bill number 205 221 0585 296
cent fid CC0
site A
name ALABAMA THRIFT
addr2 STORE
addr3 P O BOX 621
addr4 JASPER AL 35502
addr5
man fid S1NA2
local serv \$121.28
input date 3/1/1999
input by system

proactive ind
reactive ind
bms target ind
do not call ind
module ind

- ☒ non-eps in
☐ eps ind
- ☐ rsb ind
☐ club smy in
☐ edi ind
☐ dab prod in
☐ mtb ind
☐ bms ind
☐ ckf ind
☐ club ind

Jump to Name beginning with:

A	G	M	S	Y
B	H	N	T	Z
C	I	O	U	
D	J	P	V	
E	K	Q	W	
F	L	R	X	

Not Alpha

Show Accts for Selected MAN

Create a Select Referral for this customer

Browse by Man Fid or Customer Code

Move Displayed Customer/Accts to Reactive Tables

Move Displayed Account to BMS Target Table

Ensure that the appropriate Module is selected before moving to Reactive or BMS Tables.



bill number 205 214 7355 211
cent fid CC0
site A
name BHAM TWO WAY
addr2 2425 2ND AV S
addr3 BIRMINGHAM AL 35233
addr4
addr5
man fid S1H33
local serv \$216.50
input date 3/1/1999
input by system

proactive ind
reactive ind
bms target ind
do not call ind
module ind

- ☒ non-eps in
☐ eps ind
- ☐ rsb ind
☐ club smy in
☐ edi ind
☐ dab prod in
☐ mtb ind
☐ bms ind
☐ ckf ind
☐ club ind

Jump to Name beginning with:

A	G	M	S	Y
B	H	N	T	Z
C	I	O	U	
D	J	P	V	
E	K	Q	W	
F	L	R	X	

Not Alpha

Show Accts for Selected MAN

Create a Select Referral for this customer

Browse by Man Fid or Customer Code

Move Displayed Customer/Accts to Reactive Tables

Move Displayed Account to BMS Target Table

Ensure that the appropriate Module is selected before moving to Reactive or BMS Tables.

bill number 205 221 0450 001
cent fid CC0
site A
name COMPUTER CONNECTIONS
addr2 PO BOX 1602
addr3 JASPER AL 35502
addr4
addr5
man fid S7S4S
local serv \$76.65
input date 3/1/1999
input by system

proactive ind
reactive ind
bms target ind
do not call ind
module ind

- ☒ non-eps in
☐ eps ind
- ☐ rsb ind
☐ club smy in
☐ edi ind
☐ dab prod in
☐ mtb ind
☐ bms ind
☐ ckf ind
☐ club ind

Jump to Name beginning with:

A	G	M	S	Y
B	H	N	T	Z
C	I	O	U	
D	J	P	V	
E	K	Q	W	
F	L	R	X	

Not Alpha

Show Accts for Selected MAN

Create a Select Referral for this customer

Browse by Man Fid or Customer Code

Move Displayed Customer/Accts to Reactive Tables

Move Displayed Account to BMS Target Table

Ensure that the appropriate Module is selected before moving to Reactive or BMS Tables.

FIG. 7